

BOX PCT

IN THE UNITED STATES ELECTED OFFICE
OF THE UNITED STATES PATENT AND TRADEMARK OFFICE
UNDER THE PATENT COOPERATION TREATY-CHAPTER II

5 APPLICANTS: Reinhard Knitl et al. DOCKET NO: P98,3211
SERIAL NO: GROUP ART UNIT:
EXAMINER:

INTERNATIONAL APPLICATION NO: PCT/DE97/01730

INTERNATIONAL FILING DATE: 13 August 1997

10 INVENTION: **METHOD FOR INCORPORATING FUNCTIONS OF AN
AUTOMATIC CALL DISTRIBUTION SYSTEM INTO AN
INTERACTIVE VOICE ANSWERING SYSTEM**

15 Assistant Commissioner for Patents,
Washington, D.C. 20231

INFORMATION DISCLOSURE STATEMENT

In accordance with the provisions of 37 CFR §1.56, Applicants request that
citation and examination of the references listed on Form PTO-1449, copies of
which are enclosed herewith in accordance with 37 CFR §1.98, be made during the
20 course of examination of the above-identified application for United States Patent.

Document AQ, German DE 195 35 540 C1 is directed to a call handling
method for a communication system with ACD devices and which uses automatic
call back one the devices becomes free.

25 Applicants respectfully submit that the claimed invention is distinguishable
and non-obvious over the enclosed references, taken singly or in combination.
Accordingly, early consideration and allowance of the application, including the
claims, are hereby requested.

Respectfully Submitted,

30  (Reg. No. 39,056)

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